

Engagement Annual Report

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough Engagement activities for the period 1 November 2018 to 31 October 2019.

Key issues

2. During this reporting period (1 November 2018 to 31 October 2019) our Engagement Team attended 199 planned events and spoke to 5509 people.
3. Almost 520 volunteer hours contributed towards our engagement activity over this period, averaging around 45 hours per month. This is a significant improvement on the previous year, during which the average was around 25 per month.
4. We introduced our Fenland Health and Care Forum in February 2019. We plan to introduce a further Community Forum in Greater Cambridge in early 2020.
5. We re-established engagement activity in Peterborough Prison, working with Sodexo to establish Health and Wellbeing Forums on both the male and female wings.

Action required by the Board

The Board is asked to:

- Note the report

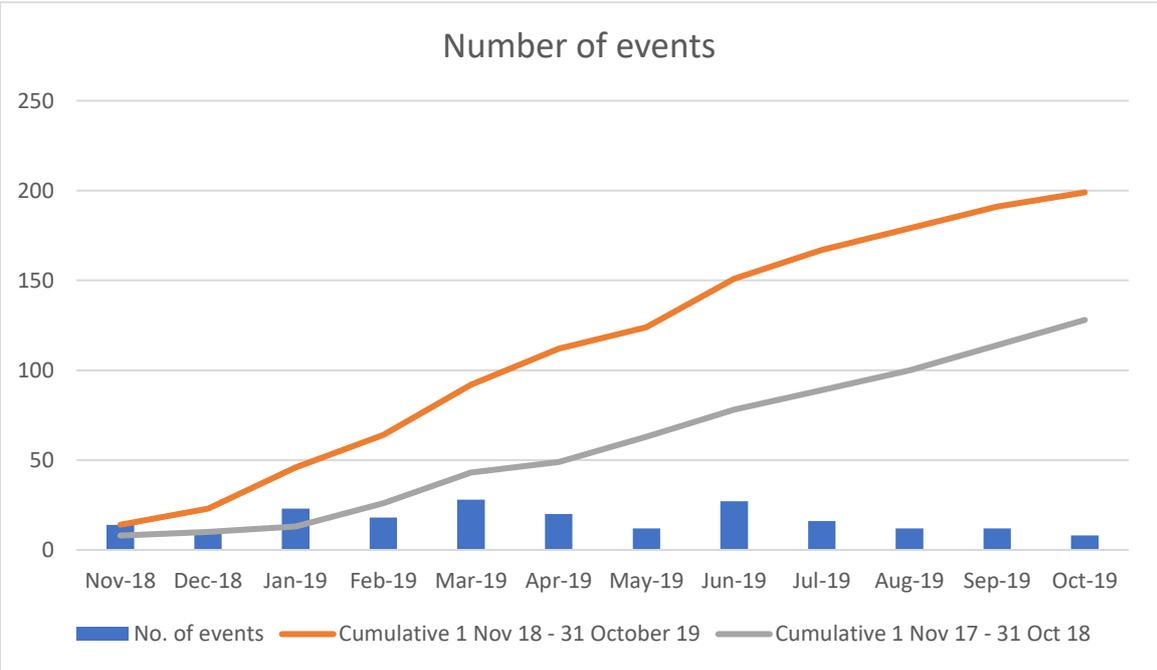
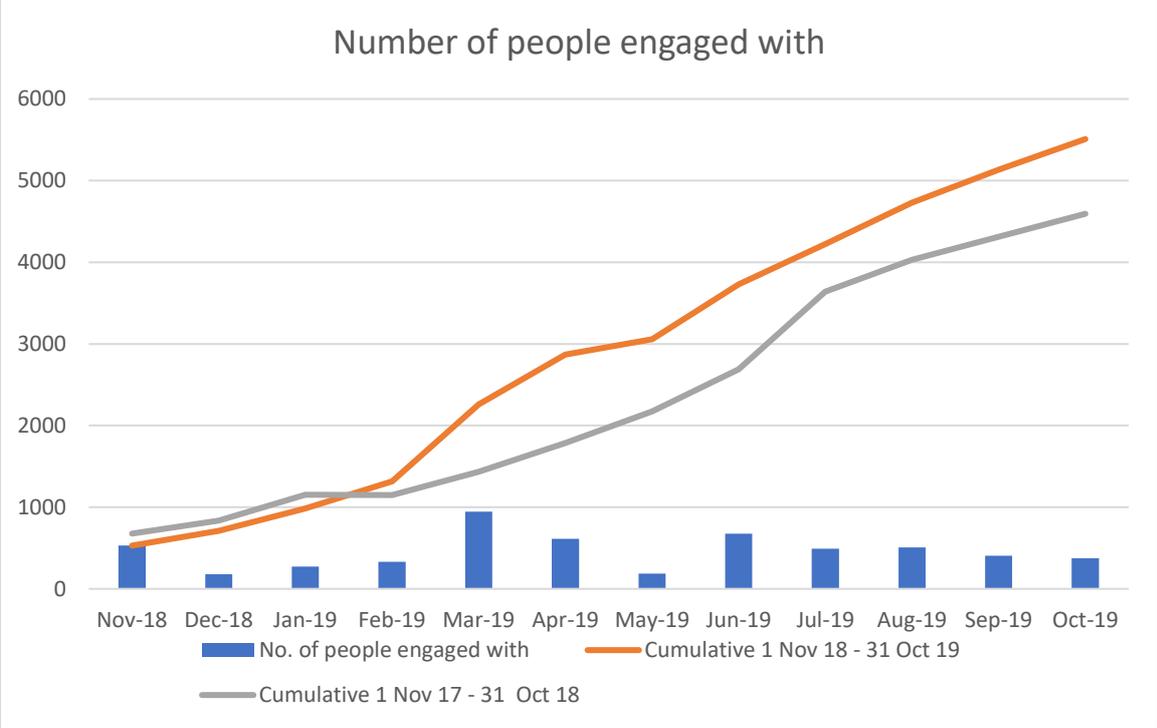
Author

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30 October 2019

Overview of Engagement activity

6. Healthwatch Cambridgeshire and Peterborough has a role in supporting local people to share their experiences and opinions of local health and care services. In doing this we plan to continually improve engagement with seldom heard communities to ensure providers of services receive feedback which is representative of local communities.
7. There was a spike in our engagement activity during March and April 2019 due to our work to engage with people around the NHS Long term Plan.
8. There continues to be much greater availability of opportunities for engagement, including larger events attracting larger numbers of people, in the Peterborough area compared with those arranged in Cambridgeshire. There has been a need to prioritise events in the Peterborough area in line with the capacity of our Engagement Team.
9. An increase in the availability of volunteers has made the staffing of events easier due to a successful volunteer recruitment campaign. Increased involvement of the Engagement Team in the recruitment process for volunteers has enabled Engagement Officers to establish positive relationships with our new volunteers.
10. The Engagement Team have worked hard to maintain levels of engagement activity in the period following the retirement of our previous Engagement Manager and recruitment to the vacant position. Following successful recruitment, our new Engagement Manager has quickly become established in her role.
11. We continue to focus on increasing the reach of our engagement activity by focusing effort on establishing new contacts, meeting groups/individuals from all age ranges and people from traditionally harder to reach communities including minority ethnicity backgrounds.
12. Events attended include:
 - Black History Month event
 - Feel the Force day
 - Dignity in Old Age event

- Peterborough Regional College Freshers day
- University College Peterborough Freshers day
- Culture Inclusion event – Peterborough Asylum and Refugee Community Association (PARCA)



Community Forums

13. Following the establishment of our Community Forums in Peterborough, Huntingdonshire and Fenland and prior to extending our community forum activity, we are in the process of reviewing our existing forums.
14. As part of this review we have met with representatives from all three forums including Chairs and members of staff involved to discuss what is working well and where improvements are needed. An action learning set activity took place during which those taking part were invited to reflect upon their experiences of the community forums. This enabled us to gain valuable insight which will assist us in reviewing activity, including the format of agendas. The aim is to establish common principles for our community forums, acknowledging that each will be different by nature of it's locality.
15. Prior to the setting up of a further community forum in Greater Cambridge, a workshop event will be held to invite participation from local stakeholders in the planning of the forum. A similar activity took place prior to the formation of the Fenland Health and Care Forum and was successful in enthusing local people to attend, allowing the new forum to quickly become established and ensuring local people understood the purpose of the meetings.
16. Following the review of the Adult Social Care Partnership Boards across Cambridgeshire and Peterborough and the decision to merge both sets of Boards, the Community Forums will play a key part in the work of the Partnership Boards under the new structure. They will perform the function of allowing Independent Members to attend a local meeting and feed into their relevant Partnership Board at times when the regular Board meeting is not taking place in their locality.

Prisons

17. Healthwatch Cambridgeshire and Peterborough worked with Sodexo to establish a means of allowing prisoners to give feedback and discuss issues with health and care services in Peterborough Prison. Regular Health and Wellbeing Service User Forums were set up on both the male

and female wings. The Forums have been successful in encouraging a good level of feedback on all areas of health and care services within the prison. Feedback received is written up in a report and shared with Sodexo. This information is also shared with NHS England and the Care Quality Commission.

18. Due to the Health and Wellbeing Forums taking place on a monthly basis on both the male and female sides, attending them is a challenge to the capacity of the Healthwatch Cambridgeshire and Peterborough team, although the value of this work is acknowledged. We are currently looking at how this work may be continued in a sustainable way.

Young People – Mental Health

19. We continue to maintain contact with various stakeholders such as the CPFT, Pinpoint, service user groups and the Clare Lodge Partnership Board, with the aim of ensuring that young people have their voices heard in accessing mental health services and support. We are commencing involvement with Fullscope, which is a collaboration between seven organisations supporting the mental wellbeing of children and young people in Cambridgeshire and Peterborough.
20. Our impact over this reporting period has been to secure a regular place on the Clare Lodge Partnership Board for National Youth Advocacy Service who are now able to ensure that the voices and concerns of residents are shared with the Board. Our intervention has also resulted in an increase in available advocacy provision to the residents.

Black, Asian and Minority Ethnic (BAME) Forum

21. Our Engagement Team were involved in the setting up of a BAME forum for North West Anglia NHS Foundation Trust including the recruitment of suitable participants. The forum is intended to address issues of inequality in the provision of services within the Trust.